The background is a gradient of blue, from a darker blue at the top to a lighter, almost white blue at the bottom. In the center, there is a faint, stylized globe with a grid of latitude and longitude lines. Overlaid on the globe and the background are several thin, glowing lines in shades of yellow and white, some forming loops and others extending across the frame. The overall effect is a clean, modern, and slightly futuristic aesthetic.

CHAPTER III
GENERAL DESCRIPTION WITH
STATISTICS

CHAPTER III – GENERAL DESCRIPTION WITH STATISTICS

3.1 Number of Complaints Recorded

There were 1,227 cases recorded in 2004, an increase of 13.9% over the previous year. This was a rebound after the two consecutive years' decrease. The increased cases were mainly administrative complaints not criminal offences, indicating no sign of deterioration in corruption. The rise was largely due to the intensified promotion for understanding the functions of administrative complaints constituted in the CCAC, the opening of the branch office and its improved community work.

Table 1
General trend of complaints recorded from 1992 to 2004

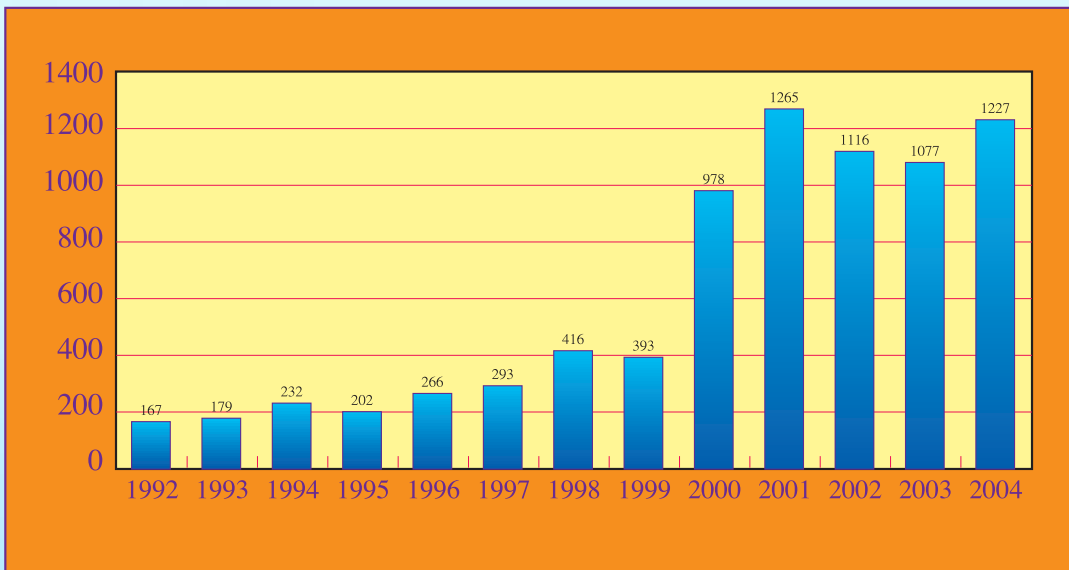
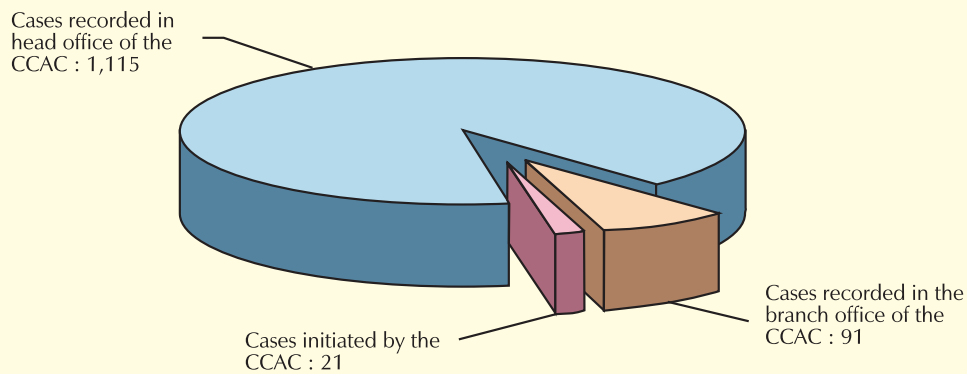


Table 2
Number of complaints recorded in 2004, by source of origin



As far as the sources were concerned, the citizens lodged 94.5% of complaints recorded in 2004. It was a delight to notice that there was a steady increase in the number of the complainants who signed or were willing to provide personal data, showing the growing confidence of the public in the CCAC. Meanwhile there were 44 cases referred, reported or requested by public entities, an obvious increase over the previous years, which indicated the strengthening cooperation between the CCAC and the public entities in combating corruption.

Table 3
Comparison of the number of cases recorded over the past five years, by source of origin

Sources of complaints recorded		2000		2001		2002		2003		2004	
Reported by citizens	Anonymous or requesting anonymity	542	55.4%	813	64.3%	708	63.4%	663	61.6%	661	53.9%
	Signed or willing to provide personal data	392	40.1%	401	31.7%	370	33.2%	363	33.7%	498	40.6%
Referred/reported/requested by public entities		39	4.0%	32	2.5%	28	2.5%	41	3.8%	44	3.6%
Referred/reported by media		2	0.2%	6	0.5%	2	0.2%	2	0.2%	3	0.2%
Initiated by the CCAC		3	0.3%	13	1.0%	8	0.7%	8	0.7%	21	1.7%
Total		978		1,265		1,116		1,077		1,227	

Table 4 shows that phone calls and mails were the main means used by the residents to lodge complaints or report corruption, given the fact that the CCAC has also provided a round-the-clock reporting hotline. Noticeably, the number of residents willing to lodge their complaints in person reached 288 cases, a big jump over 195 cases recorded in the previous year, reflecting a result of the CCAC’s policy that encourages citizens to lodge their complaints in person, although the number was still rather low. To boost the public confidence, the CCAC will carry out more efficient promotions on the issue in the coming years.

Table 4
Comparison of the number of the cases recorded in 2003-2004,
by source of reporting method

Reporting methods	2003		2004		+/-
	Number	Percentage	Number	Percentage	
By phone	394	36.6%	414	33.7%	-2.9%
By mail	383	35.6%	395	32.2%	-3.4%
In person	195	18.1%	288	23.5%	+5.4%
By email	84	7.8%	84	6.9%	-0.9%
By fax	13	1.2%	25	2.0%	+0.8%
Initiated by the CCAC	8	0.7%	21	1.7%	+1%
Total	1,077	100.0%	1,227	100.0%	

3.2 Number of Cases Commenced

After receiving complaints, the CCAC would carefully examine the contents and then follow up accordingly. In 2004, through preliminary screening mechanism, 76 cases were commenced for investigation, 708 cases invalidated due to lack of sufficient evidence or inadequate categories, and 443 cases (most of them were administrative complaints) handled by unofficial intervention, such as referring, telephone communication, meeting and so on. In a way, these problems were solved more efficiently.

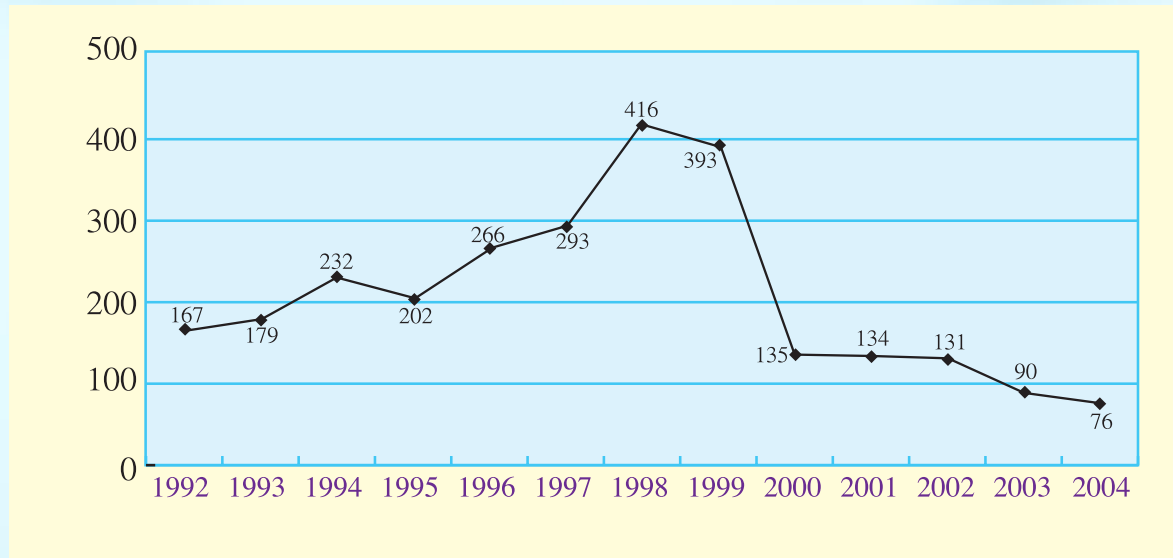
Table 5
Handling methods of the complaints recorded in 2004

Handling methods	Number	Percentage
Cases commenced	76	6.2%
Complaints with inadequate information for investigation	708	57.7%
Complaints referred to other departments	81	6.6%
Complaints handled by unofficial intervention	362	29.5%
Total	1,227	100%

Adhering to the stringent principles, the number of cases commenced for investigation with the CCAC has been continuously declining over the previous years. This helps the CCAC to focus resources on tackling cases supported by sufficient evidence, responding promptly to the complaints and appeals from the community, and fighting corruption more effectively. In 2004, 57 complaints that would have been cases for commencement in previous years were put in the category of preliminary ones. Through the preliminary screening mechanism, which has become an easy way to evaluate cases in terms of investigation for the CCAC, only 11 were commenced for investigation.

The CCAC has recently adopted a flexible handling strategy in accordance with the law, averting the time-consuming investigation process so as to solve the problems more promptly for the public. In addition, the CCAC received 645 requests for consultation, an increase of 85.9% over the previous year. Without these consultations, quite a number of complaints would have been made due to lack of knowledge on public services and relevant legal system.

Table 6
Progress analysis of cases commenced in 1992-2004



In general, despite an increased number of lodged complaints in person in 2004 – which has in some way reflected the growing monitoring power of the society – the number remains relatively low and unfavourable to further investigation. On the other hand, cases initiated by the CCAC had dramatically increased. By encouraging the public to lodge their signed complaints and provide contact details, the CCAC had a better chance of gaining accurate information, making prompt responses and commencing to investigate successfully.

Table 7
Comparison of the number of cases commenced in 1992-2004,
by source of origin

Source of complaints recorded		1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
Reported by citizens	Anonymous or requesting anonymity	43	60	40	77	83	92	95	165	47	70	65	40	41
	Signed or willing to provide personal data	78	102	139	91	148	158	285	209	55	32	46	26	20
Referred/reported/requested by public entities		2	1	22	17	12	22	11	11	30	20	17	24	2
Referred/reported by media		29	3	6	4	13	3	4	1	0	0	1	0	0
Initiated by the CCAC		15	13	25	13	10	18	21	7	3	12	2	0	13
Total		167	179	232	202	266	293	416	393	135	134	131	90	76

3.3 Progress Analysis of Cases Commenced

In 2004, the CCAC handled a total of 163 officially commenced cases, including 81 cases referred from the previous year, 6 cases reopened. By the end of 2004, there were 91 cases concluded, accounting for 55.8%, with 72 cases left to be handled in 2005, the number that has been constantly declining.